

Customer Service Report for SCB

For the period: Monday, October 01, 2007 12:00:00 AM to Wednesday, October 31, 2007 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Edit Account	1	0	0	0	0	0	0	0	1	0	35
Password Reset	1	0	0	1	0	0	0	0	2	0	4
Application Support											
Specialized Application	1	0	0	0	0	0	0	0	1	0	5
Email											
Dir Suppt/Email Fwdng	1	0	0	0	0	0	0	0	1	0	3
General Info	1	0	0	0	0	0	0	0	1	0	2
Helix Squirrel Mail	3	0	0	0	0	0	0	0	3	0	6
Helix Support											
Apps/Other	5	0	0	0	0	0	0	0	5	0	6
Info/Biowulf	1	0	0	0	0	0	0	0	1	0	5
Grand Total:	14	0	0	1	0	0	0	0	15	0	7

Total Tickets Closed:	15
Total Tickets Assigned/Pending/Checked Out:	0
Total Tickets Created:	15